



# PORTLAND VA MEDICAL CENTER

*Portland, Oregon Division  
Vancouver, Washington Division  
Community Based Outpatient Clinics  
Salem, OR Bend, OR  
Camp Rilea (Warrenton, OR)*



## NOTICE OF VACANCY

1. <u>Announcement Number</u>  <b>MP-09-0050-DG</b>	2. <u>Title, Series, Grade, Salary</u>  <b>Voluntary Service Specialist (600810) GS-301-7/9/11 \$38,624 to \$74,310 per annum (Based on full-time employment)</b>	3. <u>Tour of Duty</u>  <b>7:30am – 4pm M-F</b>	4. <u>Duty Station</u>  <b>Voluntary Service, Portland Division</b>
5. <u>Type &amp; Number of Vacancies</u>  <b>Permanent 1 Full-time position(s)</b>	6. <u>Contact</u>  <b>Human Resources Assistant 503-273-5236</b>	7. <u>Opening Date</u>  <b>11/05/08</b>	8. <u>Closing Date</u>  <b>11/26/08</b>

### WHO MAY APPLY TO THIS ANNOUNCEMENT:

- Career or career conditional employees and permanent Title 38 employees of the Portland VA Medical Center eligible under the interchange Agreement. Included are permanent employees of the Willamette National Cemetery, Regional Office, Veterans Outreach Center and Veteran's Canteen.

### MAJOR DUTIES:

Incumbent possess excellent organizational skills and can independently initiate the development and implementation of Voluntary Services programs, projects and special events. Works collaboratively with other medical center employees. Incumbent interviews and places potential volunteers according to the needs of the Medical Center and the skills and interests of the volunteer. Incumbent possesses excellent interpersonal skills, customer service skills and sees options and possibilities. Incumbent maintains fiscal records; makes decisions and handles administrative matters for the Chief, Voluntary Services in the absence of the Chief. This position is located in Voluntary Services and oversees Voluntary Services programs, projects, activities etc. at both the Portland and Vancouver divisions of the Portland VA Medical Center. It is a career development GS 7-9-11 position.

### **THIS POSITION IS IN THE BARGAINING UNIT**

### QUALIFICATION REQUIREMENTS:

**Eligibility:** U.S. Office of Personnel Management Qualification Standards Handbook for GS-301 series apply and may be reviewed in the Human Resources Management Service office. Regulatory requirements such as "time-in-grade" and "time after competitive appointment" are applicable.

**Specialized Experience:** One (1) year experience that equipped the applicant with the particular knowledge, skills, and abilities (KSA's) to perform successfully the duties of the position, and that is typically in or related to the work of the position to be filled. To be creditable, specialized experience must have been equivalent to at least the next lower grade level. **GS-7;** One (1) year of specialized experience equivalent to at least GS-5 level. **GS-9;** One (1) year equivalent to the GS-7 level. **GS-11;** One (1) year of specialized experience equivalent to the next lower grade level, GS-9.

**Substitution of Education for Experience:** If using education as a substitute for experience, please submit a copy of your college transcripts with application packet. **GS-7;** One (1) full year of graduate level education or superior academic achievement; **GS-9;** Master's or equivalent graduate degree or 2 full years of progressively higher level graduate education leading to such a degree or LL.B. or J.D., if related. **GS-11;** Ph.D. or equivalent doctoral degree or 3 full years of progressively higher level graduate education leading to such a degree or LL.M. if related.

### BASIS OF RATING: (Knowledge, Skills, Abilities (KSAs))

***On a separate sheet of paper, provide a written, detailed response to each of the KSAs. Failure to respond to rating factors will result in applicant not being referred for the position:***

1. Ability to communicate with a diverse population and troubleshoot challenges and sensitive issues tactfully and independently with a positive outcome that demonstrates consistently successful interpersonal skills.
2. Ability to develop, coordinate and evaluate programs while managing projects and assignments simultaneously. Able to prioritize workload while handling fast-paced office environment and high customer volume while meeting all deadlines
3. Skill in developing community resources and contacts while marketing VAVS programs and volunteers. Use public relation skills to recruit, retain and recognize volunteers. Skill in promoting VAVS within an organization and in the community in order to expand volunteerism.
4. Ability to manage VAVS systems including national and internal databases (VSS/VISTA), general post funds, gratuity meals and volunteer recognition program funding. Demonstrated ability using Microsoft Office

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- publications (Outlook, Excel, Access, PowerPoint, Word, and Publisher.)
5. Knowledge of a VAVS regulations, including VHA Handbook 1620 and the ability to create, manage, and analyze tracking systems to gather data used in reports, evaluations, presentations and communication with executive leadership, community partners, volunteers and staff.
  6. Skill in creative problem-solving, negotiation and diplomacy which requires public speaking ability for events (internal and external), presentations, volunteer orientations, tours, etc.
  7. Demonstrated leadership ability with all levels of the medical center staff, community organizations and volunteers, while building and maintaining positive relationships.

#### **CONDITIONS OF EMPLOYMENT:**

- Although the duty station is shown in this announcement, it may be necessary to utilize the selected person's services at a different location within the Portland VA Medical Center commuting area if conditions require it in the future
- Eligible employees may be non-competitively reassigned to fill this position as an exception to merit promotion.
- Public transit subsidy benefits are available. Carpooling assistance is provided. However, single occupancy parking is limited on main Portland campus.
- This is a developmental position. If selected below the target level, employee may be promoted without further competition upon satisfactory completion of qualification and eligibility requirements.
- Applicants appointed to direct patient care positions must be proficient in spoken and written English as required by 38 USC 7402(d) and 7407(d).
- This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify the agency. The decision on granting reasonable accommodation will be on a case-by-case basis
- The United States Government does not discriminate in employment on the basis of race, color, religion, sex, national origin, political affiliation, sexual orientation, marital status, disability, age, membership in an employee organization, or other non-merit factor.
- It is the policy of the Department of Veterans Affairs that all Federal wage and salary payments are paid to employees by Direct Deposit/Electronic Funds Transfer (DD/EFT).

#### **HOW TO APPLY:**

##### **Portland VAMC Permanent Employees must submit:**

1. [VAF 4078, Application for Promotion or Reassignment](#)
2. [VAF 4676a, Employee Supplemental Qualifications Statement](#) (due 12/04/08)
3. [VAF 4667b, Supervisory Appraisal of Employee for Promotion](#) is optional, but recommended. (due 12/04/08)
4. MPQ – Merit Promotion Questionnaire is optional but recommended if you have qualifications pertaining to the position applied for but are not in your OPF

##### **All application packets must be received in Human Resources by Close of Business (COB) on 11/26/08**

(except as noted above). Application forms may be obtained in Human Resources Office or on our internal website.

<http://vaww.portland.med.va.gov/Departments/CFO/HR/>

*Applications may be mailed to:*

Portland VA Medical Center, P4HRMS

**Attn: MP-09-0050-DG**

PO Box 1034

Portland, OR 97207

*Or brought in person to:*

Portland VA Medical Center

3710 SW US Veterans Hospital Rd

Building 16, Room 300

Portland OR 97239

#### **APPLICANT'S PLEASE NOTE:**

- Education must be accredited by an accrediting institution recognized by the U.S. Department of Education in order for it to be credited towards qualifications (particularly positions with a positive education requirement.). Therefore, applicants must report only attendance and/or degrees from schools accredited by accrediting institutions recognized by the U.S. Department of Education.
- Applicants can verify accreditation at the following website: <http://www.ed.gov/admins/finaid/accred/index.html>. All education claimed by applicants will be verified by the appointing agency accordingly.
- Foreign Education: To receive credit for education completed outside the United States, you must show proof that the education has been submitted to a private organization that specializes in the interpretation of foreign educational credentials and such education has been deemed at least equivalent to that gained in conventional U.S. education programs.

#### **IMPORTANT NOTICE ABOUT APPLICANT'S RESPONSIBILITY:**

- It is the applicant's responsibility to submit documentation to support his/her application for this position. Applicant is responsible for ensuring that all experience, formal training, award recognition, etc. are documented in the application package. Experience may include voluntary or other non-paid experience in the appropriate field. If you feel that your training record contains information pertinent to your qualifications, then you must submit a printed copy of your training record with your application package. Your training record will become part of the specific vacancy file and will not be filed in Official Personnel Folder. Human Resources Management Division will not photocopy any application material; applicants are responsible for making photocopies prior to submitting

applications.

- **It is the responsibility of the applicant to ensure timely receipt of the application, regardless of the method used for submission. The VA assumes no responsibility for the late delivery of applications (i.e. postal service delays). The Portland VA Medical Center will not accept FAX, or emailed applications or applications in a US government envelope.**